Amendments to the Claims

1. (currently amended) A computer-readable medium having computer-executable instructions defining:

an authoring program module accessible by a lesson designer to create a plurality of lessons, wherein the authoring program module has computer-executable instructions for

interrogating a target screen object to identify a screen object control that is not supported by the authoring program module;

extracting a screen object bit map from the target screen object corresponding to visual aspects of the target screen object that do not correspond to screen object controls that are supported by the authoring program module;

storing the extracted screen object bit map as an indexed resource for later retrieval; and

creating a script instruction within the lesson for associating a function with the screen object bit map;

each lesson including one or more links to versatile resources for display or play in association with the lesson;

each resource stored in memory and independently retrievable for display or play with multiple lessons, ~~the resources including a first resource that is played in association with a first communication mode and a second resource that is played in association with a second communication mode~~;

one or more runner program modules accessible by lesson takers for running the lessons ~~and operable for synchronizing the first resource and the second resource to create an integrated~~

~~multi-mode lesson~~; and

a relational database accessible by the runner program modules and containing information for retrieving desired resources for display or play in association with the lessons.

2. (original) The computer-readable medium of claim 1, wherein:

each lesson comprises a plurality pages; and

each page comprises one or more controls defining visual and functional aspects of the page, links to resources, and script instructions defining lesson logic for implementing the page.

3. (original) The computer-readable medium of claim 2, wherein the authoring program module comprises a plurality of menu-driven commands that the lesson designer selectively activates to create the pages, add the controls to the pages, link the pages to the resources, and create the script instructions for rendering pages and implementing lesson logic.

4. (canceled)

5. (original) The computer-readable medium of claim 1, wherein one or more of the resources are selected from the group comprising a sound file, a video file, and a bit map file.

6. (canceled)

7. (previously amended) The computer-readable medium of claim 1, wherein the first communication mode comprises a computer and the second communication mode comprises a

telephone.

8. (previously amended) The computer-readable medium of claim 1, wherein:

the runner program module resides in a shared folder maintained on a network server;

multiple instances of the runner program module download from the network server to the student workstations upon command;

each downloaded instance of the runner program module runs within a memory space maintained on an associated one of the student workstations during a session;

each downloaded instance of the runner program module deletes from the memory space maintained on the associated student workstation upon completion of the session; and

the shared folder functionality is a generally available operating system feature that allows each student workstation to download its associated instance of the runner program module without having software specific to the runner program module previously installed on the runner workstation.

9. (original) The computer-readable medium of claim 8, wherein each session operates independently of the other sessions.

10. (original) The computer-readable medium of claim 1, wherein a user provides responses to prompts played or displayed as part of a lesson, and an evaluation score is computed based on the user's responses.

11. (original) The computer-readable medium of claim 1, wherein a user provides

responses to prompts played or displayed as part of a lesson, and the lesson and associated user responses are stored for subsequent playback and evaluation.

12. (original) The computer-readable medium of claim 1, wherein a user provides audible responses to prompts played or displayed as part of a lesson, and the lesson logic progresses in response to detection of an audible response and a predetermined period of silence following the audible response.

13. (previously amended) The computer-readable medium of claim 1, wherein:

a user provides responses to prompts played or displayed as part of a lesson that is divided into a plurality of task types, each task type comprising similar tasks relating to a common skill; and

each task type is configured to selectively run in a demonstration mode in which user responses are not required to prompts relating to that task type, or in a training mode in which user responses are required to prompts relating to that task type.

14. (original) The computer-readable medium of claim 1, wherein:

each resource is assigned a resource name;

the resources are subdivided into a plurality of resource types, each resource type comprising one or more similar resources;

each resource type is assigned a resource type name;

the resource name and resource type name assigned to a particular resource defines a root path for retrieving that resource from memory; and

the resource name and resource type name for each resource may be retrieved from the relational database and appended together to create the root path for retrieving that resource from memory.

15. (original) An apparatus comprising the computer-readable medium of claim 1.

16. (previously amended) A computer-based training system comprising:

a computer network defining a plurality of network ports;

a lesson server functionally connected to the network, the lesson server storing a plurality of lessons, each lesson comprising a synchronized set of audio and interactive graphical display resources;

a plurality of student workstations functionally connected to respective network ports, each student workstation configured to display the graphical display resources of a selected lesson and to receive interactive student responses to these resources;

an audio server functionally connected to the network and comprising a plurality of audio ports, each audio port operative for connecting at least one telephone line to the audio server, the audio server configured to play the audio resources of the selected lesson via a selected audio port in synchronism with the display the associated graphical display resources;

a plurality of telephone extensions, each associated with and located near a student workstation to allow the student workstation and the associated telephone extension to be accessed simultaneously by a student user;

a private branch exchange functionally connected to the audio ports of the audio server by way of a trunk of telephone lines, the private branch exchange configured to selectively connect available lines of the trunk to lines connected to the telephone extensions to connect the telephone extensions to the audio server;

upon receipt of a telephone call at the audio server from a telephone extension operated by a student user, the audio server operative to deliver an audible identification number to the student user via the telephone extension; and

upon entry of the identification into the student workstation, the computer-based training

system operative to use the identification number to associate the network port assigned to the student workstation with the audio port connected to

the associated telephone extension for the purpose of correlating the student workstation with the associated telephone extension.

17. (original) The computer-based training system of claim 16, further configured to compute and store a score based on the interactive student responses received during a lesson.

18. (original) The computer-based training system of claim 16, wherein:

the audio server is operative to receive interactive audible student responses to the audible resources; and

the computer-based training system is configured to progress the lesson in response to detection of an audible response and a predetermined period of silence following the audible response.

19. (previously amended) The computer-based training system of claim 17, wherein:

a user provides responses to prompts played or displayed as part of a lesson that is divided into a plurality of task types, each task type comprising similar tasks relating to a common skill; and

each task type is configured to selectively run in a demonstration mode in which user responses are not required to prompts relating to that task type, or in a training mode in which user responses are required to prompts relating to that task type.

20. (original) The computer-based training system of claim 19, further configured to record the student responses during a lesson and to subsequently play back the student responses in connection with the lesson for evaluation purposes.

21. (original) The computer-based training system of claim 20, wherein a user provides audible responses to prompts played or displayed as part of a lesson,

and the lesson logic progresses in response to detection of an audible response and a predetermined period of silence following the audible response.

22. (currently amended) A computer-based training system comprising:

a lesson server comprising a plurality of lessons, each lesson comprising synchronized audio and visual resources;

an authoring program module coupled to the lesson server and operative to:

interrogate a target screen object to identify a screen object control that is not supported by the authoring program module;

extract a screen object bit map from the target screen object corresponding to visual aspects of the target screen object that do not correspond to screen object controls that are supported by the authoring program module;

store the extracted screen object bit map as an indexed resource for later retrieval; and

create a script instruction within the lesson for associating a function with the screen object bit map;

an audio server coupled to the lesson server and operable for playing the audio resource;

a computing device coupled to the lesson server, the computing device operable for receiving at least one of the plurality of lessons and displaying the visual resource; and

a telephone coupled to the audio server and located proximate to the computing device, the telephone operable for receiving the audio resource being played by the audio server.

23. (previously amended) The computer-based training system of claim 22, further comprising a runner program module operable for recording a response during one of the lessons and subsequently playing back the response in connection with the lesson for evaluation purposes.

24. (previously amended) The computer-based training system of claim 23, wherein the runner program module is further operable to compute and store a score based on the response received during the lesson.

25. (canceled)

26. (previously added) The computer-based training system of Claim 23, wherein the response comprises an audio response.

27. (previously added) The computer-based training system of Claim 23, wherein the runner program module is further operable for advancing the lesson upon receiving the response.

28. (canceled)

29. (canceled)

30. (canceled)

31. (canceled)

32. (canceled)

33. (canceled)

34. (canceled)

35. (currently amended) A computer-implemented method for providing training comprising:

using an authoring program module to create a lesson comprising a visual resource and an audio resource, the visual resource comprising controls, wherein the authoring program module is operative to:

interrogate a target screen object to identify a screen object control that is not supported by the authoring program module;

extract a screen object bit map from the target screen object corresponding to visual aspects of the target screen object that do not correspond to screen object controls that are supported by the authoring program module;

store the extracted screen object bit map as an indexed resource for later retrieval; and

create a script instruction within the lesson for associating a function with the screen object bit map;

receiving a request for the lesson from a client computing device;

transmitting the lesson to the client computing device such that the visual resource is synchronized with the audio resource; and

receiving a response to the lesson from the client computing device.

36. (previously added) The computer-implemented method of Claim 35, further comprising the step of recording the response to the lesson for creating an evaluation of the response.

37. (previously added) The computer-implemented method of Claim 35, further comprising the steps of:

interrogating a target screen object to identify a screen object control that is supported by the authoring program module; and

rendering the screen object control within a page of the lesson to recreate the screen object control.

38. (previously added) The computer-implemented method of Claim 35, further comprising the step of evaluating the response and using the evaluation to select a new lesson.

39. (previously added) The computer-implemented method of Claim 35, further comprising the step of, in response to receiving the response to the lesson, transmitting a new video resource and a new audio resource.

40. (previously added) A computer-readable medium having computer-executable instructions for performing the steps recited in Claim 35.

41. (canceled)

42. (canceled)

43. (canceled)

44. (canceled)

45. (canceled)

46. (canceled)